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HD DVD

Firmware Update Information for Owners of Toshiba HD DVD Players: Models HD-EP30 and HD-EP35.

Firmware Update Version: 1.1

Applicable Models: HD-EP30 and EP35

Overview:

As part of our commitment to provide world-class service to our customers, Toshiba is supplying this firmware update for use by purchasers of Toshiba HD DVD Player models HD-EP30 and EP35. This firmware update improves network connectivity for supporting the download of web-enabled network content associated with certain HD DVD discs, improves certain video and audio processing capabilities, and also addresses certain disc playback and HDMI/DVI related issues identified by Toshiba.

Important Note:

Certain HD DVD discs may contain or have the capability of downloading studio-provided, web-enabled network content. To minimize any potential compatibility and/or connectivity issues, before viewing such content, it is recommended that you perform the firmware update process to ensure that your HD DVD player is using the latest firmware version.

How to obtain and install the firmware update:

1. If you have a broadband internet service

You may obtain the firmware update over the internet using the Ethernet port on the back of your HD DVD Player. Instructions for configuring the Ethernet port and downloading the firmware update can be found in the owner's manual and Update Procedure sheet for your HD DVD Player. Here is an overview of the process:

- BEFORE BEGINNING THE FIRMWARE UPDATE PROCESS, BE SURE TO REMOVE ANY DISCS FROM YOUR HD DVD PLAYER.

- Please configure the Ethernet port. You may need to turn on DHCP and DNS.

- After you have configured the Ethernet port, follow the directions in the owner’s manual to check for a firmware update.

- If a firmware update is available for your player, it will take about 20 minutes to download and install. Once the firmware update download process has finished, the player’s power will automatically switch off. You must wait until this process has finished.

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- DO NOT UNPLUG, TURN OFF, OR USE ANY OTHER FEATURE OF YOUR PLAYER DURING THE FIRMWARE UPDATE PROCESS. Doing so will cause the writing of the firmware update to the player to be halted and the player may no longer operate properly. If the player stops working, please contact Toshiba Customer Service for your country.

- If no firmware update is available, the player will quickly exit the firmware update process.

- Please refer to the owner's manual for additional details.

2. If you have a PC with a CD-RW drive that is connected to the internet

You may be able to download an ISO image file of the firmware update to your PC and copy it to a blank CD-R or CD-RW disc. For more information, and to download an ISO image file of the firmware update click here.

3. If you are unable, or prefer not to obtain the firmware update by one of the methods described above

You may contact Toshiba Customer Service for your country and request that a firmware update disc be sent to you by mail.

- You can update the firmware using the firmware update disc by following the instructions provided with the disc.

- DO NOT UNPLUG, TURN OFF, OR USE ANY OTHER FEATURE OF YOUR PLAYER DURING THE FIRMWARE UPDATE PROCESS. Doing so will cause the writing of the firmware update to the player to be halted and the player may no longer operate properly. If the player stops working, please contact Toshiba Customer Service for your country.

Please note, Toshiba's terms and conditions that applied to your acquisition, ownership, possession and use of the HD DVD player will apply (with the appropriate changes) to the firmware updates. By uploading the firmware updates to your HD DVD player, you expressly agree to the same.

Frequently Asked Questions:

Q1. What does this update do?

A1.This firmware update improves network connectivity for supporting the download of web- enabled network content associated with certain HD DVD discs, improves certain video and audio processing capabilities, and also addresses certain disc playback and HDMI/DVI related issues identified by Toshiba.

Q2. Why do I need to turn on DHCP and DNS?

A2. Turning on DHCP causes the player to automatically detect its IP address and other network information from your internet service provider's DHCP server. Turning on DNS causes the player to automatically detect the DNS server address associated with your internet service provider.

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Q3. I purchased an HD DVD disc that contains/has the capability of downloading web- enabled network content. What do I need to do to view this content?

A3. First, be sure that you have properly configured the player's Ethernet port. If your Ethernet port is properly configured, perform the firmware update process to update the player's firmware to the latest firmware version. Once you have updated the player with the latest firmware, follow the directions that came with the HD DVD disc or that appear in the menu of the HD DVD disc. Should you experience problems viewing such content, please contact Toshiba Customer Service for your country.

Q4. The HDMI output does not work or works intermittently with the HDMI or DVI input on my HDTV or monitor. Does the new firmware address that issue?

A4. The firmware update addresses and improves HDMI and DVI connectivity issues. If you still experience such issues, try disconnecting and reconnecting the HDMI cable. Make sure your display input is set to HDMI (or DVI). If your display has more than one HDMI/DVI input, make sure that all connected HDMI/DVI source devices are powered on (even if not in use). If none of these solve the issue, please turn off the TV and the HD DVD player. Check all connections. Disconnect and reconnect the HDMI cable. Turn on the TV first and then turn on the HD DVD player. Should you continue to experience issues, please contact Toshiba Customer Service for your country.

Q5. During HD DVD playback I sometimes experience pixelization, block noise or audio dropouts. Sometimes playback freezes or stops. Sometimes, playback is not smooth. Does the new firmware address these issues?

A5. This firmware update addresses various playability issues. You should also check to be sure that the disc is clean and, if the disc will not operate at all, that you are inserting the disc with the right side up. In the event that playback freezes or stops, press and hold the ON/STANDBY button on the front of the player for approximately ten seconds. This will cause the player to turn off. After the player turns off, turn the player back on by pressing the ON/STANDBY button, and then press the OPEN/CLOSE button to remove the disc. Should you continue to experience issues, please contact Toshiba Customer Service for your country.

Q6. Do I need to install prior firmware updates before installing the current firmware update?

A6. No. The current firmware update includes all of the prior firmware updates.